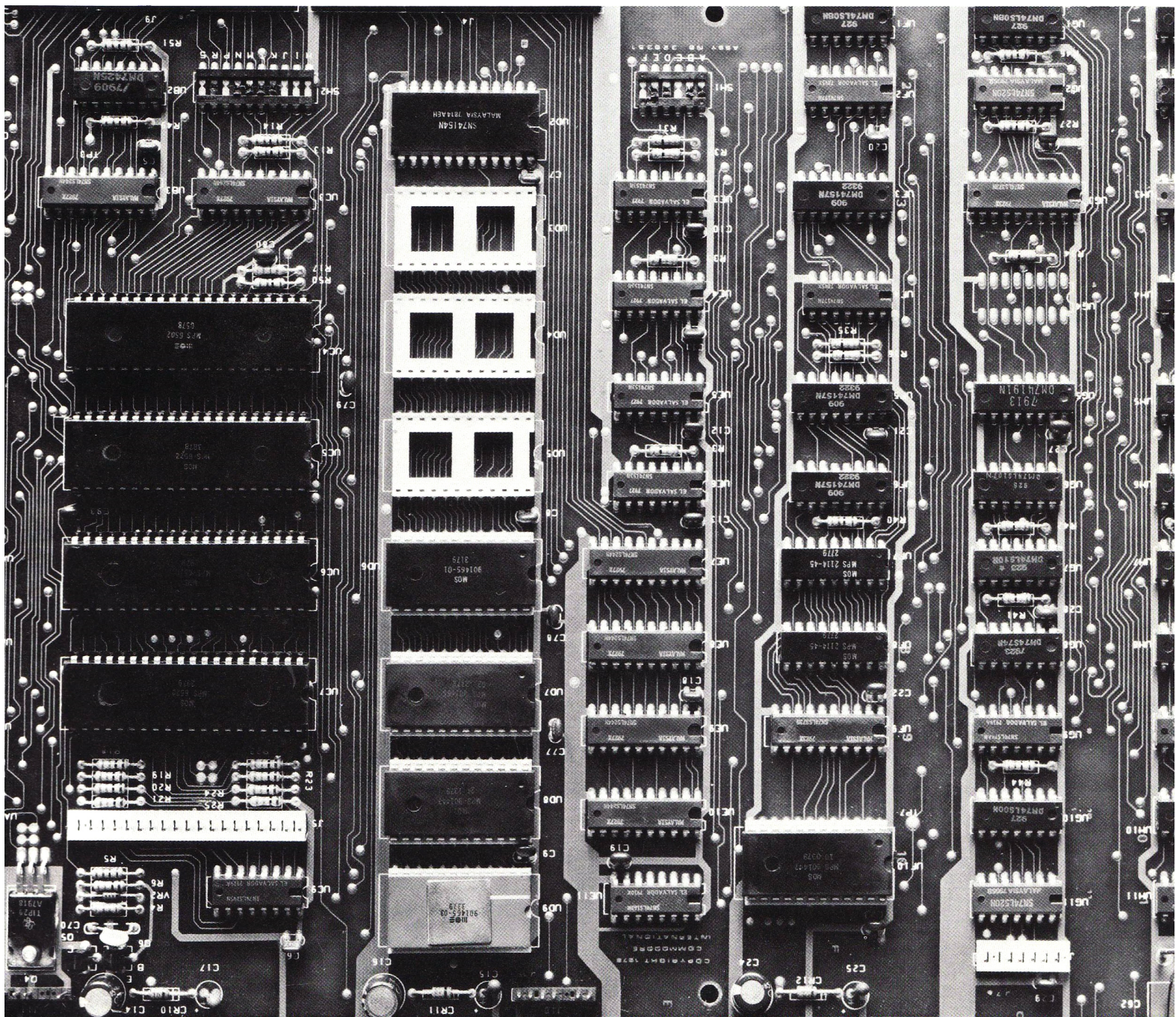


DELPHI Microsystems Inc.
5490 Complex Street, #602
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Tel. (714) 565-7590
Computer Systems for

- Business
- Industry
- Professionals

CUSTOMER SUPPORT



CUSTOMER

QUALITY SUPPORT FOR QUALITY PRODUCTS

Quality support for quality products can be your slogan for success as a Commodore dealer. From top to bottom of the organization, the Commodore team stands ready to make this slogan come true and stay true for you.

To promote future sales and keep your satisfied customers coming back for more, Commodore's Customer Support Department offers a reliable, speedy, and complete support and service capability — second to none in the industry.

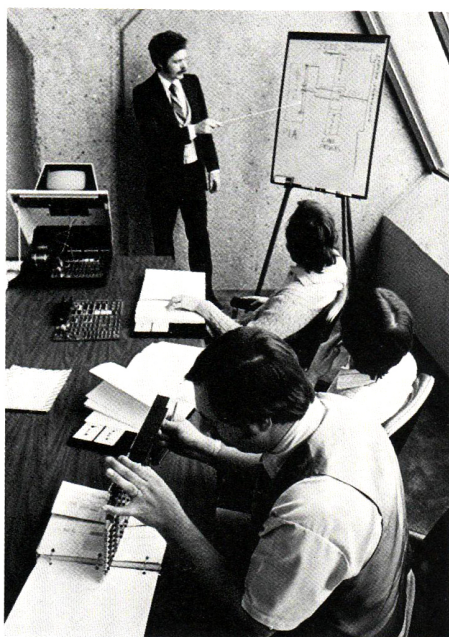
Ongoing support and service programs available to you and your customers include:

- Training seminars for dealers and distributors
- Special technical support
- Full documentation, automatically updated
- Support for dealer/distributor first-level repair activities
- Complete facilities and qualified staff at Commodore headquarters to handle special repairs and service
- Priority processing of parts orders
- Liberal warranty provisions

In all these functions, Commodore's commitment is to keep its products and systems on-line and operating with minimal downtime for service and maintenance.

TECHNICAL TRAINING AND SUPPORT

□ Dealer/Distributor Seminars — Customer Support Department



specialists conduct scheduled three-day, no-charge training seminars for dealers and distributors at key locations throughout the country.

In sessions like the one shown here, you can keep up-to-the-minute on all aspects of Commodore's growing product line. And the strong relationships you establish with Commodore personnel mean better two-way communication and truly personalized response to *your* support needs.

□ Special Technical Support — Sometimes customers may have service questions or problems that you and your repair staff can't solve immediately. A phone call, telex, or letter to the Customer Support Department will put you in touch with the appropriate technical specialist right away.

Usually the answers you need can be given over the phone or by return mail. Or, in the rare case of a very complex problem, an expert may be dispatched for troubleshooting on the spot. Whatever the situation, Commodore comes through with the help you need, when you need it.

□ Complete and Timely Documentation — Adequate supporting documentation is a major key to keeping your customers' systems operating at peak efficiency. In addition to operating and service manuals, Commodore routinely supplies its dealers with a full range of service reference guides, technical bulletins, equipment change notices, and other essential documentation. These materials are regularly and automatically updated and distributed.



R SUPPORT



PROMPT REPAIRS MEAN SATISFIED CUSTOMERS

Whether you're a distributor or an Authorized Commodore Dealer with full repair and servicing capability, Commodore's maintenance support programs are designed to meet your needs.

First-level repairs are performed by an authorized dealer or distributor. To expedite these activities, Commodore will, upon request, furnish consignment kits of various parts that are essential to the repair and service functions.

☐ Major Repairs Backup —

Occasionally there may be an exceptional maintenance problem that can best be solved at Commodore's repair facility in the main manufacturing plant in California. Swift and courteous response by our highly qualified specialists gives you the backup you need. You can prove to your customers that their continuing satisfaction with Commodore products is our prime concern as well as yours.

☐ Parts Orders Have Priority —

Whether you order by mail or by phone, all your orders for Commodore parts receive priority treatment. Emergency orders are filled and shipped within 24 hours, and routine orders within 72 hours. To make it even easier for you, when you phone in an order you don't need to follow it up with a hard copy purchase order.

You can be sure of immediate availability of all parts, too.

Because Commodore's manufacturing organization is fully integrated vertically, you'll never have to wait weeks for parts from other suppliers in order to get a customer's system back on line.

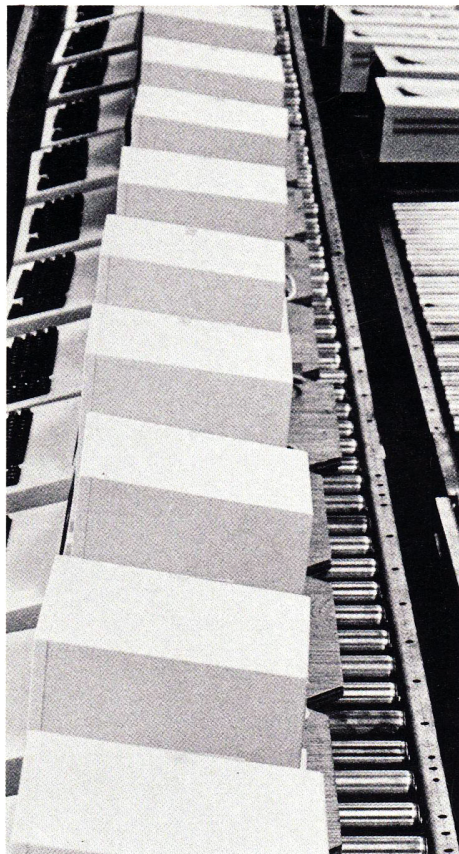


CUSTOMER SUPPORT

OUR WARRANTY BACKS OUR WORD

Beginning on the date of purchase by the end user, all Commodore products are covered by a full 90-day warranty against defects in material and workmanship. And if a product requires servicing during this period, all parts and labor are warranted for another 30 days from the servicing date.

You can promise your customers that no factory warranty service will ever take more than two weeks. Here is your guarantee of this short turnaround time — if Commodore cannot repair an in-warranty item within two weeks after receipt at the factory, we will promptly replace it with a new one, at no charge.



COMMODORE'S COMMITMENT TO FULL SUPPORT

Satisfied customers are the best measure of success, for you as the dealer and for Commodore as the manufacturer. To this end, the Customer Support Department operates under a strong charter to establish and maintain the highest level of relationships among end users, dealers/distributors, and the entire Commodore team.

The Customer Support Department staff welcomes your inquiries and requests. For additional information, just write or telephone.



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